



## New Motor Vehicle Board

# In-Site

January 2005

A Publication of the California New Motor Vehicle Board

05.1 Edition

### PRESIDENT'S YEAR END MESSAGE



Board President  
Glenn Stevens

As the year comes to a close, I would like to reflect on what a pleasure it has been to serve as the Board's President for a second term. The Board and staff have continued the Board's mission to resolve disputes in an efficient, fair, and cost-effective manner. As such, a number of key events are worthy of comment.

This year saw the passage of legislation that corrected an omission in the original 1993 law that brought all-terrain vehicles ("ATVs") under the New Motor Vehicle Board's ("Board") jurisdiction. As a result, the Department of Motor Vehicles will now be licensing ATV dealers and manufacturers.

The Board made a detailed analysis of the California Performance Review Commission's ("CPR") recommendation that the Board be eliminated, and forwarded it to Governor Arnold Schwarzenegger and to the CPR Commission for consideration. Our analysis contained a detailed explanation about the importance and necessity of the Board's dispute resolution function to the automobile industry, as well as to the car buying consumers of this state. The new car dealer industry also submitted letters of support, outlining the benefit of retaining the Board, both to the industry and to the consumer. As of the date of this writing, the Governor is carefully reviewing the Board's analysis.

I am happy to report that the Board is continuing to accomplish its goal of staying up-to-date on the evolving issues facing this industry. The Board's Third Annual Industry Roundtable was an overwhelming success with more

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### DEALER DIVERSITY SPECIAL MEETING

The New Motor Vehicle Board held a Special Meeting dealing with the issue of Dealer Diversity on November 4, 2004, in Burlingame at the request of then Assembly Member Marco Firebaugh, who was the Chair of the Latino Legislative Caucus, and Assembly Member Judy Chu, Chair of the Asian Pacific Islander Legislative Caucus. The Assembly Members' request stemmed from a concern that California's new car dealer demographics do not reflect the State's population in terms of ethnicity and gender. The meeting focused on The National Association of Minority Automobile Dealers' ("NAMAD") Fifteen Percent Solution for Success, a proposal to increase dealer diversity among new vehicle franchises. Interestingly, the manufacturers generally noted that they met or exceeded the 15% goal in California among privately held dealerships. Tom Flesh, Chair of the Board's Government and Industry Affairs Committee, opened the meeting by welcoming the attendees.

NAMAD was represented by its President Sheila Vaden-Williams. Ms. Vaden-Williams presented a brief history of the non-profit organization and how, by representing ethnic minority dealers, NAMAD can provide suggested methodologies to increase dealer diversity. Nationally, ethnic minorities represent more than 30% of the population. Ethnic minorities purchase 15% of the new and certified used cars. Today, ethnic minorities own 5.53% (1,577) of the 28,514 dealerships nationwide. She also discussed ways manufacturers are able to increase dealer diversity. NAMAD has championed its *Fifteen Percent Formula for Success* initiative, in which it has asked the automotive manufacturer community to commit to developing a plan that would ensure that 15% of their retail network is majority owned by ethnic minorities.

Carl Ragsdale, Chief Operating Officer of the National Automobile Dealers Association ("NADA")

(see Diversity, page 3)

## ATVs NOW UNDER JURISDICTION OF THE BOARD

Governor Schwarzenegger recently signed AB 2848 that corrected a legislative drafting error from the original 1993 law that brought all-terrain vehicles ("ATVs") under the New Motor Vehicle Board's jurisdiction. Due to the fact that the Department of Motor Vehicles Occupational Licensing language was never made part of the bill, ATV dealers and manufacturers were not included as licensees.

The problem came to light late last year as a result of a protest that went to a hearing before the Board that noted the omission in the law.

To fully ensure the right of ATV dealers to file protests with the Board, the California Motorcycle Dealers Association ("CMDA") sponsored AB 2848 and guided it through the legislature. Initially they faced opposition from several elements. The Department of Motor Vehicles was concerned with the cost that they would incur to reprint a form and re-program the computers to accommodate ATV dealer licensing, a new Administration was looking to downsize all departments, and more conservative members of the legislature had even called for the elimination of the Board altogether.

Thanks to the strong leadership by the bill's author, Rick Keene (R-Chino), who correctly recognized the issue as simply fixing an omission in an existing 10-year old law,

and his ardent defense of small businesses, the bill passed the Legislature and was signed by Governor Schwarzenegger. Support also came from the rest of the motor vehicle industry, especially the Recreational Vehicle Dealers Association which had just come under the Board's jurisdiction last year. The biggest support of all was from the motorcycle dealers themselves, many of who personally contacted the Governor's office to urge him to sign the bill.

## GOVERNOR APPOINTS NEW DMV DIRECTOR

Governor Schwarzenegger announced on November 15, 2004, the appointment of Joan Borucki as the new Director of the Department of Motor Vehicles, replacing Chon Gutierrez. Ms. Borucki is a veteran of state transportation programs with more than 24 years of experience. She served on the Governor's reorganization committee, and was a team leader on infrastructure issues on the California Performance Review.

Ms. Borucki has expressed her commitment to the vision of creating a government that directly services the needs of the people of California, and to continue to shape the Department of Motor Vehicles into a customer-friendly, service-oriented unit of our government.

The New Motor Vehicle Board extends their congratulations and an enthusiastic welcome to the new Director.



*State of California*  
Arnold Schwarzenegger, Governor

### Officers

Glenn E. Stevens,  
President  
David W. Wilson,  
Vice-President

### IN-SITE

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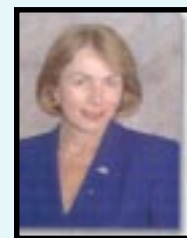
### Department of Motor Vehicles

Joan Borucki, Director

### New Motor Vehicle Board

### Members

Robert Branzuela  
Robert T. (Tom) Flesh  
David C. Lizárraga  
Haig Papaian  
Andy Robles  
Sushil K. Sharma  
Alan J. Skobin



*Business, Transportation  
and Housing Agency*  
Sunne Wright-McPeak, Secretary

### Executive Director

Tom Novi

### General Counsel

Howard Weinberg

### Senior Staff Counsel

Robin P. Parker

### Staff Counsel

Cara M. Peralta

Questions or comments: [nmvp@pacbell.net](mailto:nmvp@pacbell.net)

(President, cont'd from page 1)

participants than in prior years. Buoyed by this success, the Board is already planning the Fourth Industry Roundtable for April 2005.

The Board also held a Special Dealer Diversity Meeting on November 4, 2004, at the request of then Assembly Member Marco Firebaugh and Assembly Member Judy Chu. The meeting was strongly supported by various automobile manufacturers and was extremely informative to those in attendance.

The Board continues to operate in a very efficient manner in light of California's continuing fiscal difficulties. The Board developed and implemented a number of creative ways to cut costs while remaining responsive to the automotive industry. For example, a cost analysis was done on the Board's library purchases. Since the implementation of internet access, many of these library purchases are now available on-line, thus raising the question of the need for hard copy form. After staff review, the outcome of the analysis resulted in a 44% savings on such purchases.

One other change at the Board that is truly worth mentioning was the name change of the Employee Recognition Award program. The name was changed to the "Solon C. Soteras Employee Recognition Award", in recognition of former public member Solon C. Soteras, who was the driving force behind the initial award. Sol strongly felt that the Board's employees should be recognized for their accomplishments for outstanding performance. The Board wholeheartedly agrees and the recipients are proud of their accomplishments.

Little acknowledgement is given to the tireless work of the Board Members, themselves. Each is busy running their day-to-day business, yet are willing to devote time and energy to public service, with token compensation. The Board continues to function cohesively, and I truly enjoy working with each and every one of you.

Finally, but certainly not least, I would like to thank the staff for its continuing and outstanding performance. As a team, the Board's staff have insured that disputes are processed fairly, efficiently and expeditiously. As such, the Board recognized the staff with a group achievement award at the December meeting for a job well done.

I have greatly enjoyed my tenure as President of the New Motor Vehicle and look forward to continuing my service to the industry with my ongoing and proud participation as a member of the Board.

(Diversity, cont'd from page 1)

discussed the purpose of NADA being to serve and represent franchised new car and truck dealers, their managers and employees. He noted that NADA has two main goals: to protect and enhance the franchise system and to strengthen the financial position of NADA's dealer members and that dealer diversity supports those goals. NADA is actively engaged in increasing both the number and the percentage of minority owned dealerships. It has a Dealer Academy that is a year long training program for managers that either a dealer or a manufacturer has deemed to have potential to become a dealer. The Dealer Academy has over 4,700 graduates, and will graduate over 300 this year. In the last two years, NADA's graduates have been approximately 20% female and nearly 15% ethnic minorities. In 2000, NADA published "A Dealer Guide to Diversity as a Business Imperative." The Guide stated that, "A diverse workforce can help you understand and serve a diverse marketplace. A diverse workforce can increase your competitive advantage." It went on to state, "A culture of inclusion and collaboration... maximizes productivity and commitment." Ed Fitzpatrick, in-coming Chair of the California Motor Car Dealers Association, who attended the Special Meeting, praised NADA for its effectiveness in bringing minorities into its organization.

Representing General Motors Corporation (GMC) were Joe Chrzanowski, Executive Director, Dealer Network Planning & Investments, William T. Nicholson, Executive Director, Herman Caruthers, Area Manager, and Inder Dosangah, a Northern California GM dealer. They pointed out that GMC was the first automotive manufacturer to establish a formal dealer development program. Minority owned GMC dealerships account for approximately 6% of the total GMC dealer network. GMC accounts for approximately 26.5% of all minority dealers of all manufacturers. In California, 19.5% of GMC's dealer bodies are minorities, with approximately 8% African American, 57% Hispanic, 3% Native American, and 32% Asian. They also discussed successful strategies and pitfalls in building a diverse dealer network. The General Motors Minority Dealer Development Program (MDD) has evolved significantly since its inception in 1972, and continues to improve. From 1998-2003, the MDD Program underwent extensive restructuring to implement a rigorous process for candidate recruitment, selection, and training. In 2004, the Program underwent additional improvements to its selection, training, and assessment pro-

(see Diversity, page 4)



(Diversity cont'd from page 3)

cesses, and in that year, GMC received a number of industry awards for its diversity program.

American Honda Motor Company (Honda) was represented by Marc V. Burt, Manager, Business Minority Development, and Richard Otera, Staff Attorney. Both stated that Honda was a strong partner with NAMAD and discussed their view of the benefits generated by this partnership. Honda's commitment is to achieve continuous progress in the area of dealer diversity. They discussed Honda's commitment to: (1) consider ethnic minority candidates for every dealership opportunity, whether open point or existing dealership; and (2) discuss and review every open point opportunity with NAMAD, disclose candidate qualification requirements, and request a list of qualified ethnic minority candidates. Each candidate that meets Honda's requirements is considered in the selection process.

DaimlerChrysler Corporation was represented by Charles T. Polce, Jr., Senior Manager, Dealer Network Development, Cecil M. Ward, Minority Retail Dealer Development, and Rush Dupree, Director, Minority Dealer Relations, DaimlerChrysler Services. Mr. Polce discussed DaimlerChrysler's plans to improve the profitability of their ethnic minority dealers. The Chrysler Group has implemented a number of key initiatives related to increasing the placement of minority dealers, increasing involvement of marketing investment, strengthening the representation of minority dealers, exercising the right of first refusal to provide more opportunities, improvement in performance of the current minority dealer body, and showcasing the successes of current minority dealers. For 2004, there are 3 African American dealers, 17 Asian American dealers, and 13 Hispanic American dealers in California, for a total of 33 dealers. This equates to 16% of its California dealers. Through August 2004, average year to date, Chrysler Group dealership revenue for minority dealers nationwide was \$29 million, (\$32 million for California dealers). During that time, dealership earnings for minority dealers averaged \$352,641 (for California dealers \$383,416). Approximately 68% of minority dealers nationwide were profitable, with 78% of California dealers profitable.

Representing Ford Motor Company was George J. Frame, Executive Director of Dealer Development, Minority Dealer Operations. He pointed out that Ford Division has 289 ethnic minority dealers and is committed to NAMAD's "15% Formula for Success." In California, 53 (15%) of Ford's dealerships are ethnic minorities with 14

African American, 22 Hispanic, 13 Asian, and 4 Native American. For the nation, 7% or 343 dealers are ethnic minorities. The industry average is 5%. Improving quality and profitability is achieved by the Ford Dealer Diversity Advisory Committee, as well as other programs such as "Launch Teams" and "Boot Camps" to help new dealers. Ford also has programs in place for attracting, training and retaining qualified people. These include such training programs as the Arizona State University College of Business Certificate in Dealership Management Program, Automotive Dealership Education Program for Minorities, dealership summer intern and scholarship programs, and community engagement programs.

Toyota Motor Sales, USA, Inc. (Toyota) National Manager, Will Nicklas, and Larry Distler, National Manager, Toyota Dealer Investment Group, described Toyota as the fastest growing automotive manufacturer and that it is actively developing a more formalized dealer development program. Toyota has the second highest percentage of minority owned dealerships of Toyota/Lexus competitors. Toyota's goal is to continue to increase the number and success of minority-owned and minority shareholders in dealerships. Since 2000, 8 of 9 Lexus open points were awarded to minorities. It also has the highest sales volume and profit per outlet in the industry. In the U.S., Toyota/Lexus have 84 dealerships with minority ownership and 31 with meaningful participation. In California, 9% of Toyota dealerships are minority owned (12/135) and 9% of Lexus dealerships are minority owned (3/32). Toyota's goal is to continue to increase the number and success of minority-owned and minority shareholders in dealerships.

Also participating in the Special Meeting was then Assembly Member Firebaugh who discussed the legislature's interest in Dealer Diversity. In addition, Peter Welch, President of the California Motor Car Dealers Association (CMCDA) commented on the fact that CMCDA is also working cooperatively with manufacturers on the issue of Dealer Diversity.

The meeting was exceptionally informative and concluded on a positive note for all involved.

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## NOVEMBER 4, 2004 GENERAL BOARD MEETING HIGHLIGHTS

The Public members of the Board adopted the Administrative Law Judge's Proposed Decision in *Fox Hills Auto, Inc., dba Airport Marina Ford v. Ford Motor Company*, Protest No. PR-1869-03, consolidated with *Walker Motor Co., d/b/a Buerge Ford v. Ford Motor Company*, Protest No. PR-1870-03; *Crenshaw Motors, Inc., d/b/a Crenshaw Ford v. Ford Motor Company*, Protest No. PR-1871-03; and *Ford of Santa Monica, Inc., d/b/a Santa Monica Ford v. Ford Motor Company*, Protest No. PR-1872-03. The Decision held that Protestants have met their burden of proof under Vehicle Code Section 3066(b) to establish that there is good cause not to establish an additional new motor vehicle sales facility in the relevant market area.

The Public members of the Board adopted the Administrative Law Judge's Proposed Rulings in *Rays RVs Inc. v. Eclipse/Attitude*, Protest Nos. PR-1921-04 and PR-1922-04. The Respondent's Motion to Dismiss was granted and the protests were dismissed with prejudice.

The Public members of the Board considered the Recommendation that the Executive Director seek direction from the New Motor Vehicle Board that Mercedes-Benz USA, LLC, recover attorneys' fees and costs from Auto Stiegler, Inc. and its attorney for failure to comply with authorized discovery without substantial justification for that failure (Veh. Code § 3050.2(b)) in *Auto Stiegler, Inc. v. Mercedes-Benz USA, LLC*, Protest No. PR-1898-04. The Public members of the Board required Protestant and its attorney to pay Mercedes-Benz USA, Inc.'s attorneys' fees and costs in the amount of \$6,611.25 incurred in obtaining Auto Stiegler's compliance with authorized discovery as contained in the fee statement submitted to the Board.

Following the General meeting, a Special meeting was held to address the issue of dealer diversity as suggested by Marco Antonio Firebaugh, former Chair of the Latino Legislative Caucus, and Judy Chu, Chair of the Asian Pacific Islander Caucus. Various dealer associations and vehicle manufacturers attended the meeting. (See the "Dealer Diversity Special Meeting" article in this issue for additional details.)

## DECEMBER 16, 2004 SPECIAL BOARD MEETING HIGHLIGHTS

The Board held a Special meeting on December 16, 2004 at the Board's office in Sacramento and considered three cases.

The Public members of the Board rejected the Administrative Law Judge's Proposed Decision in *S & C Motors, Inc. dba S & C Kia v. Kia Motors America, Inc.*, Protest No. PR-1894-04, and remanded the matter for a decision on the substantive merits of the Vehicle Code section 3065.1 protest. The matter will be considered at the January 26, 2005, General Board meeting.

The Public members of the Board adopted the Administrative Law Judge's Proposed Ruling in *Nader Eghtesad, Nader Chrysler v. DaimlerChrysler*, Protest No. PR-1928-04. The Ruling held that the protest was filed untimely and the case was dismissed.

The Public members of the Board vacated its Decision dated July 21, 2003, in *University Ford, dba Bob Baker Ford v. Ford Motor Company*, Petition No. P-450-02. The Sacramento County Superior Court issued a Writ of Administrative Mandamus ordering the Board to vacate and set aside its Decision. The basis for the Court's decision was the Third District Court of Appeal's decision in *Phillips Mazda* that held the Board lacks jurisdiction over licensee (dealer or manufacturer) versus licensee (dealer or manufacturer) petitions in which the relief sought is adjudication of the dispute.

### **REVENUE**

NEW MOTOR VEHICLE DEALER Annual Fee:	\$ 240,151.00
NEW MOTOR VEHICLE BOARD Manufacturer/Distributor Annual fee:	758,536.46
NEW MOTOR VEHICLE BOARD Filing fees:	5,600.00
Document Requests:	8,834.00
Arbitration Cert. Program Reimbursement:	-0-
<b>July through November 2004</b>	<b>\$ 1,013,121.46</b>

## CONSUMER MEDIATION SPOTLIGHT



Eugene Ohta, Mediation Specialist

On July 26, 2004, the Mediation Services Program received a request for mediation from a consumer who had the misfortune of having problems with two of his vehicles, a 2003 Jaguar and a 2003 Land Rover. Both cases were assigned to Mediation Representative Eugene Ohta.

The consumer was having numerous problems with his S Type Jaguar including the climate control, the navigation system and doors that wouldn't unlock, forcing the consumer to exit the vehicle through a window. The consumer was asking for an early lease termination and a refund of lease payments.

Mr. Ohta sent out letters of inquiry to the dealership and Jaguar Cars. The dealership responded to the inquiry saying that the vehicle had been repaired. Jaguar initially responded to our inquiry and requested thirty days to investigate the matter. On August 13, 2004, Jaguar informed Mr. Ohta that they contacted the consumer and offered him a refund. The consumer accepted the offer.

The consumer's Land Rover Freelander was having major transmission problems. The consumer informed Mr. Ohta that while traveling at 35-45 miles per hour, the transfer case locked up sending the vehicle into a 180-degree spin into opposing traffic. The consumer requested a refund. Mr. Ohta contacted Land Rover and asked them for a response. Land Rover contacted Mr. Ohta on October 8, 2004, and informed him that they had offered the consumer a refund, which he accepted.

One consumer, two cars, two refunds! Good job Eugene.

## Mediation Statistics

Cases Filed

**247**

July 2004 through December 2004

*You can reach  
Mediation Services Staff at  
(916) 445-1888*

## 2004 CSECC ACHIEVEMENT

Each year the California State Employee Charitable Campaign ("CSECC") provides an opportunity for state employees to contribute and learn how their efforts benefit the programs and the agencies it serves. These agencies provide a wide variety of services, from disaster relief to treatment and prevention of child abuse.

The Board held fundraising events throughout the year and started its official kick off campaign on Wednesday October 13, 2004. Nicole Angulo, Chair, and Heather Collins, Co-Chair, organized activities, which included a drawing for a personally autographed picture of Bobby Jackson of the Sacramento Kings, and three "opportunity" basket giveaways. A speaker representing Happy Tails, The Pet Sanctuary, was invited to the Board's offices to provide staff with information on their organization and to encourage contributions. Happy Tails' mission is dedicated to protecting and improving the lives of homeless and abused animals.

Due to the outstanding effort of all who participated, the Board achieved 100% participation from the staff with total contributions in the amount of \$2,422.95. Congratulations, Nicole and Heather, on a job well done.

## HOLIDAY SPIRIT

The Board staff takes the time each year to show their holiday spirit by donating canned food and other non-perishable food items to the Department of Motor Vehicles' ("DMV") annual food drive. This year was no exception, and the staff provided several boxes that were picked up by DMV staff. In addition, many staff also donate to the Chemical Dependency for Women Center, located downstairs from the Board's offices for the children's party they hold each year. Teddy bears, toys and clothing items were collected for the children.

**ACTIVE****Vehicle Code Section**

3060	Termination/Modification	9
3062	Establishment/Relocation	5
3065	Warranty Reimbursement	2
3065.1	Franchisor Incentive	2
3070	Termination/Modification	1
3072	Establishment/Relocation	2

**TOTAL CASES:** **21**

**PENDING COURT CASES**

The Board does not participate in any court action unless a state interest exists. The Board, as represented by the Attorney General's Office, is only participating in the case(s) marked with an asterisk:

**DAUGHERTY LINCOLN MERCURY, INC. v. NEW MOTOR VEHICLE BOARD; FORD MOTOR COMPANY LINCOLN MERCURY DIVISION, Real Party In Interest.** Sacramento Co. Sup. Court No. 03CS00861, Filed August 12, 2003

**UNIVERSITY FORD, INC., dba BOB BAKER FORD, Petitioner v. NEW MOTOR VEHICLE BOARD, Respondent; FORD MOTOR COMPANY, Real Party In Interest.** Sacramento Co. Sup. Court No. 03CS01227, Filed August 27, 2003

**FREMONT AUTOMOBILE DEALERSHIP, LLC, dba FREMONT TOYOTA, Petitioner v. NEW MOTOR VEHICLE BOARD, Respondent; TOYOTA MOTOR SALES U. S. A., INC., Real Party in Interest.** Sacramento Co. Sup. Court No. 04CS00715, Filed June 3, 2004

**\*NEW MOTOR VEHICLE BOARD v. CAMARILLA, INC., dba V.I.P. UPHOLSTERY** Sacramento County Superior Court No. 04CS01253, Filed September 16, 2004

**SUPERIOR COURT  
HEARING**

**DAUGHERTY LINCOLN MERCURY, INC. v. NEW MOTOR VEHICLE BOARD; FORD MOTOR COMPANY LINCOLN MERCURY DIVISION, Real Party In Interest.** Sacramento Co. Sup. Court No. 03CS00861

Board General Counsel, Howard Weinberg, attended a hearing on Petitioner Mike Daugherty Lincoln-Mercury, who petitioned the Superior Court for a Writ of Mandate challenging the Board's decision denying Daugherty's protest of Ford Motor Company's termination of its Lincoln-Mercury franchise. On December 3, 2004, the Petition for Writ of Mandate was denied by the court finding that the Petitioner, Mike Daugherty Lincoln-Mercury had not met its burden of showing that the findings were not supported by the evidence or that the Board's decision was not supported by the findings.

**50 YEARS WITH DMV  
ED SNYDER RETIRES**

In October 2004, Ed Snyder, Chief Deputy Director, announced his retirement for November 1, 2004, from the Department of Motor Vehicles ("DMV"). Mr. Snyder started working for DMV on July 1, 1954 as a Junior Clerk in the Financial Responsibility Section. Throughout his career, he moved back and forth between field and headquarter assignments.

He was appointed Chief Deputy Director on July 1, 1998, exactly 44 years from the date he began his career with DMV. On December 7, 1998, he was appointed by Governor Pete Wilson as the Acting DMV Director, carrying out the duties of Director and Chief Deputy Director for 13 months until a permanent director was sworn in on January 9, 2000. He then returned to the position of Chief Deputy Director on January 10, 2000.

DMV is conducting a nationwide search to fill the vacant Chief Deputy Director position. In the interim, Ken Miyao, Deputy Director Registration Operations Division, has agreed to serve in the position until a permanent selection is made. The Board wishes Ed Snyder a very happy retirement.



## UPCOMING BOARD MEETINGS

### General Board Meeting

\*January 26, 2005  
Los Angeles

### General Board Meeting

\*March 8, 2005  
Sacramento



### General Board Meeting

\*April 20, 2005  
Indian Wells

### Special Board Meeting

\*April 21, 2005  
Indian Wells

(\*Board Meeting dates and locations are subject to change. A meeting agenda with time and location details is mailed 10 days prior to the meeting and is posted on the Board's website.)

## BOARD STAFF TEAM SILVER AWARD

The bi-annual Solon C. Soteris Employee Recognition Award was recently considered by the Board as a Silver Star Team Award, instead of an individual award for the July 2004 through December 2004 half.

The Board members reviewed the bi-annual Solon C. Soteris Employee Recognition Award at its December 16, 2004, Special meeting, and unanimously decided that the entire New Motor Vehicle Board staff receive the Silver Star Team Award in appreciation of all of their outstanding efforts to improve operations and services to the Board's constituents.

## TOM FLESH AND ALAN SKOBIN RECEIVE COMMUNITY CONTRIBUTION RECOGNITION

Board Members Tom Flesh and Alan Skobin were recently recognized at the Los Angeles Police Reserve Foundation 2004 Banquet for several contributions to the community.

Alan Skobin was appointed to the Board of Police Commissioners in July of 2003. Commissioner Skobin has served as a reserve Deputy Sheriff with the Los Angeles County Sheriff's Department for more than twenty years, reaching the rank of Reserve Commander. Tom Flesh serves

Los Angeles Sheriff Lee Baca as Vice Chair of the Sheriff's Youth Foundation.

Both members were recognized for their outstanding contribution to the city of Los Angeles, the Los Angeles Police Reserve Corps and other law enforcement agencies as one of their Community Leaders of the Year. They were also congratulated by The Wilson Automotive Group and the New Motor Vehicle Board at the banquet.

## BOARD GIVES OUTSTANDING COMMENDATION TO DARRELL CARTER

Board staff recently commended the exemplary work and customer service performed by Information Services Specialist, Darrell Carter, of the Department of Motor Vehicles ("DMV"), Licensing Operations Division.

During the course of the last several years Mr. Carter has been the de facto "web master" for the New Motor Vehicle Board's ("Board") website located at <http://www.nmvp.ca.gov/>. He expended several exhausting hours on the project for the Board, and has done an excellent job.

At all times Mr. Carter has demonstrated superior knowledge of the technical aspects of the project, the content of the Board's website, and has been extremely helpful and communicative with Board staff. As a result of his work, the Board's website is extremely easy to navigate, and has become increasingly valuable to the public as well as the Board's constituency. Clearly, Mr. Carter is an asset to both the Department and the Licensing Operations Division.